

Returns and Replacements Policy for Couture Mi Casa

At Couture Mi Casa, we want to ensure your satisfaction with every purchase. Please read our Returns and Replacements Policy carefully to understand your rights and options.

1. Eligibility for Returns:

a. **Unused and Unwanted Items:** To be eligible for a return, the item must be unused, and in the same condition as when you received it.

b. **Time Frame:** You have 10 days from the date of purchase to initiate a return.

2. Initiating a Return:

a. **Contact Us:** To initiate a return, please contact our customer service team at info@couturemicasa.co.za Provide your order number and a detailed reason for the return.

b. **Return Authorization:** Once your return request is approved, you will receive a Return Authorization (RA) number and instructions on how to return the item.

c. **Packaging:** Please ensure that the item is securely packaged, including all original tags and packaging, to prevent damage during transit.

d. **Return Shipping:** You are responsible for the cost of return shipping unless the return is due to our error or a defective product.

3. Replacements for Defective or Damaged Items:

a. **Defective or Damaged Items:** If you receive a defective or damaged item, please contact us within 3 days of receiving the product. We will provide instructions for returning the item and arrange for a replacement.

b. **Wrong Item Received:** If you receive the wrong item, please contact us immediately. We will rectify the error by arranging for the correct item to be shipped to you.

4. Refund Process:

a. **Refund Authorization:** Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

b. **Refund Method:** If your return is approved, the refund will be processed to the original method of payment within 5 working days.

c. **Non-Refundable Items:** Certain items are non-refundable, including customised artwork pieces that have been made to your specifications.

5. Exchanges:

a. We currently do not offer direct exchanges. If you need a different size, color, or item, please return the original item and place a new order.

6. Contact Us:

a. For any questions or concerns regarding returns and replacements, please contact our customer service team at info@couturemicasa.co.za

By making a purchase with Couture Mi Casa, you agree to the terms of this Returns and Replacements Policy.

Thank you for choosing Couture Mi Casa!